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## Accomplishments & Outcomes (2012-2013)

This section covers the entire period of the contract, from June 2012 through June 2013, with outreach taking place between January and June 2013.

Outreach at multi-family complexes included distribution of informational flyers, meetings with property managers, property owners, maintenance personnel, and/or condo board members, and workshops with residents. Community outreach included workshops and outreach to merchants.

One basic, but fundamental improvement that has been made at almost all sites (17 of 19) has been to properly label all containers (dumpsters and totes) where needed. This simple step can correct a major obstacle in the participation of residents in recycling—which is confusion over which container is for recycling and which is for garbage, since in many cases the containers are identical.

### **Outreach:**

- Reached 18 of 19 property managers/owners for Lake Forest Park multi-family complexes and distributed fliers to all 18 complexes, for residents of all 708 units
- Provided three recycling workshops for multi-family complexes in which a total of 46 people attended
- Provided three recycling workshops for community groups including Lake Forest Park Rotary (40 people); Lake Forest Park Youth Group (12 people); and a Girl Scout Troop (11 people).
- Conducted outreach to all 40 merchants inviting them to get involved in increased recycling and composting. Met with Third Place Commons merchants group in which 6 people attended to discuss new mixed recycling and composting programs to start effective August 1, 2013.
- Made contact with approximately 250 people at the Lake Forest Park Farmers Market, approximately 100 who were from Lake Forest Park, and no more than 10 who were from multi-family complexes in Lake Forest Park.
- Made contact with approximately 75 people at the Lake Forest Park Garden Show.

### **Organics Diverted**

Despite interest in composting at multi-family complexes in Lake Forest Park, these complexes were unable to compost at the beginning of this grant because there is a King County Health Department prohibition for composting to sit at a business or multi-family complex for more than one week, and compost pick up in Lake Forest Park is every other week. Because of interest expressed to ECOSS staff by a couple of property managers and residents, Lake Forest Park approached Allied Waste/Republic Services to provide service on a weekly basis, thus being able to provide compost service to both businesses and multi-family residence. Adding a compost bin at the Lake Forest Park Farmers Market increased the volume of organics diverted by a portion of a 96 gallon tote on a weekly basis. Based on an average of the compost bin being 75% full each week for 8 weeks in May and June, and the 96 gallon compost tote being 0.475 cubic yards, 2.85 cubic yards were diverted from the waste stream. Over the 24 weeks of the Market an approximate 8.55 cubic yards of compost will be diverted from the waste stream. In addition, the Third Place Commons management will be implementing an organics diversion program as of August 1, 2013, and ECOSS provided contact information for Cedar Grove Compost and Allied Waste Composting options.

### **Moderate Risk Waste (MRW) Diverted**

It is unknown how much MRW was diverted because of this outreach program, however all multi-family complex managers and/or owners received hazardous waste disposal fliers along with recycling fliers. Approximately 600 hazardous waste fliers were distributed to multi-family complexes. In addition, hazardous waste fliers were also handed out to approximately 80 attendees at the community group meetings, and more than half of the 325 attendees at the Farmers Market and Garden Show received these fliers.

### **Recycled**

Through ECOSS staff outreach to multi-family property managers and owners, three buildings increased their recycling by a combined total of approximately 3 yards. The increased capacity for recycling of nearly 3 yards throughout the City of Lake Forest Park achieved during this time period is equivalent to 3% (based on 92.5 yards of recycling available at the start of this project, and 2.8 yard capacity increase).

Also initiated through this project, the new Zero Waste Station at the Lake Forest Park weekly Farmers Market has also increased the amount of recycling at Third Place Commons. Based on an average of the recycling bin being 75% full each week for 8 weeks in May and June, and the 96 gallon recycle tote being 0.475 cubic yards in size, 2.85 cubic yards of recyclables were diverted from the waste stream. Over the 24 weeks of the Market an approximate 8.55 cubic yards of recyclables will be diverted from the waste stream. In addition, Third Place Commons will be adding mixed recycling throughout their complex because they found out that recycling is free up to 200% of the volume of garbage. ECOSS staff also spoke with the Albertsons

manager about the 200% free recycling information and she was planning to follow up with Allied Waste to obtain mixed recycling for the store.

### **Other Outcomes**

- ECOSS staff assisted the City in finding and working with volunteer groups to staff the Farmers Market Zero Waste Station after June 30, 2013, to ensure the success of the station. ECOSS has trained:
  - Girl Scouts
  - King County Master Recycle/Composters
  - Lake Forest Park Youth Group
- ECOSS staff, in coordination with Lake Forest Park and Third Place Commons staff, developed a detailed training packet for the volunteers working at the Zero Waste Station. It included: a photo of the set up, maps of the location of the Zero Waste Station booth and a list of items volunteers would be receiving from Lake Forest Park to manage the booth.
- ECOSS expanded its contacts outside of the multi-family complexes to the businesses in Third Place Commons. ECOSS staff visited nearly 40 stores encouraging them to attend the merchant meeting to discuss recycling and composting.
- ECOSS staff handed out a letter to the Farmers Market vendors to make them aware of the Zero Waste Station, how it works, what they can do to help and encouraged them to visit the station to see its location and discuss its use.
- ECOSS staff, in coordination with Lake Forest Park staff, mailed all 19 multi-family complexes a survey for feedback on the recycling outreach program.
- Property managers had additional questions about additional resources for multi-family complexes and ECOSS staff were able to support their interests and needs.

### **Lessons Learned**

- Contacting property managers and getting to the right person to talk to can take multiple calls and requires patience and persistence. Dropping by the office in person was found to be an effective way to get a meeting with a property manager.
- Although workshops at multi-family complexes were more difficult to set up than initially thought, other opportunities for outreach and waste reduction came up through establishment of the Zero Waste Station at the Farmers Market, so efforts were largely targeted at that project toward the end of the grant period.
- At times bags of garbage have been found in the recycling and compost bins at the Farmers Market (placed there by vendors). By increasing education and information materials to vendors, it is hoped that the vendors will improve their own recycling and

composting efforts, and work with the Market to ensure that the Zero Waste Station is a success and will continue at next year's Market.

**Table 1: Summary of Outreach Activities and Results**

	<b>Activity</b>	<b>Target audience</b>	<b># reached</b>
Multi-family	Meeting (in person or phone)	Property managers	18
	Site visit; improve labeling of containers	Residents (via signage/labeling)	17
	Flyer distribution	Residents	708
	On-site Workshops	Residents & staff	46
Community			
	Workshops	Community members; potential volunteers	63
	Outreach to merchants, Third Place Commons	Merchants	40
	Planning with Third Place Commons merchants	Merchants; potential recycling champions	6
	Outreach to Farmers Market Vendors	Vendors; potential recycling champions	30
	Farmers Market booth	Community members	250 (100 Lake Forest Park residents)
	Tabling; Lake Forest Park Garden Show	Community members	75

**Table 2: Waste Diversion as a Result of this Project**

<b>Who/Where</b>	<b>Increased capacity</b>	<b>What</b>
3 multi-family properties	2.8 yards	recycling
LFP Farmers Market	2.85 yards	recycling
Third Place Commons	(To be determined)	

## Appendix

### Details by property: (as of June 28, 2013)

- Balaton Condominiums
  - Visited site and cleaned garbage and recycling dumpster stickers; dumpsters are well- marked and stickers are relatively new
  - Spoke with off-site manager briefly, but was unable to either get a commitment to drop off recycling fliers or provide a presentation at a board meeting
  - Dropped off example fliers but have not heard back from property manager

- Contacted property manager and delivered 108 recycling and hazardous waste fliers
- Ballinger Estates Apartments
  - Visited site and cleaned or applied new stickers on all dumpsters
  - Spoke with off-site manager and on-site maintenance personnel
  - Dropped off recycling and hazardous waste fliers to on-site maintenance personnel (75)
  - Not interested in a recycling training/workshop
- Canaan Condominiums
  - Visited site and cleaned and applied new stickers on all dumpsters and totes as applicable
  - Left three messages with no returned calls yet
  - Contacted property manager and delivered 20 recycling and hazardous waste fliers
  - Expressed interest in composting and followed up with property manager; she will pass on information to residents
- Carrie Lewith House
  - Recently received contact information from Allied Waste
  - Left one message with no returned call yet
  - Contacted property manager and mailed 15 recycling and hazardous waste fliers
- Forest Park Association Condominiums
  - Visited site and applied new recycling stickers on all totes
  - Spoke with off-site property manager – only board meeting is in August each year
  - Unable to create an opportunity otherwise to provide a recycling training/workshop
  - Provided recycling and hazardous waste fliers for complex delivered to property management office (50)
- Fourplex Apartments
  - Visited site and cleaned dumpster and tote stickers, applied new as needed
  - Tried twice to contact owner; wrong number
  - Contacted an alternate person who did not want to be contacted about recycling; unable to get information to residents
- Harpwood Lane Condominiums
  - Visited site to review dumpster locations and issues; area well-maintained by residents/board members
  - Met with two board members; unable to obtain permission for a recycling training/workshop
  - Applied new stickers on dumpsters per request from board members
  - Provided recycling and hazardous waste fliers to board member who personally delivered them door-to-door (20)
- Lake Highlands Apartments (aka Stephenson)
  - Visited site and cleaned and applied new stickers to totes and dumpsters as applicable
  - Left message with off-site property management company, no returned call as yet
  - Visited site and spoke with resident; best way to communicate with property manager is drop in to their office

- Visited property manager at their office; provided property manager with Allied Waste tote bag and samples of fliers for tenants; obtained permission to hand deliver recycling and hazardous waste fliers (5)
- Lake Washington Heights Condominiums
  - Contacted off-site property manager who put me in contact with an interested resident
  - Provided recycling and hazardous waste fliers by mail (40)
  - Unable to obtain permission to provide a training/workshop
- Norr Laken Apartments
  - Met with on-site maintenance personnel
  - Provided recycling and hazardous waste fliers in English (25) and Korean (1)
  - Cleaned off and replaced stickers on dumpsters as applicable
  - Requested compost bin (willing to pay) – unable to obtain at this time due to King County laws
  - Unable to obtain permission to hold recycling training/workshop for building
  - Followed up with manager regarding opportunity to have composting at multi-family complexes; not interested in composting at this time
- Rizzuto Barbara
  - Only complex without recycling on-site
  - Met with owner and explained that recycling is free with garbage service for multi-family complexes
  - Owner signed up for two recycling totes (approximately 1 yard dumpster in size); contacted Allied Waste to have them delivered
  - Mailed recycling and hazardous waste fliers to owner (8)
- Sequoia House Condominiums
  - Visited site and cleaned stickers and applied to totes and dumpsters as applicable
  - Unable to contact property management company
  - Contacted property manager and secured date for recycling workshop presentation
  - Provided recycling workshop for 5 people in coordination with Kelly Stephenson at Allied Waste
  - Provided 23 recycling and hazardous waste fliers for the complex
- Shannon Heights Condominiums
  - Met with board member and replaced and cleaned stickers on all totes as applicable
  - Dropped off recycling and hazardous materials fliers (40) for all residents
  - Board member requested an additional two recycling totes; contacted Allied Waste to have them delivered (approximate equivalent to one yard dumpster)
- Sheridan Beach Terrace Apartments
  - Visited site and cleaned and applied new stickers to totes and dumpsters applicable
  - Spoke with off-site property manager and obtained permission to exchange a 3 yard recycling dumpster for a 4 yard dumpster for a 1 yard increase in recycling capacity increase
  - Obtained permission to post laminated recycling and hazardous waste information on their bulletin board

- The Village Square on 195<sup>th</sup> Apartments
  - Visited site and cleaned and applied new stickers to totes and dumpsters as applicable
  - Spoke with owner and obtained permission to hand deliver recycling fliers to each door (11)
- Top of Lake Apartments
  - Visited site and cleaned and applied new stickers to totes and dumpsters as applicable
  - Left one message and have not received call back yet
  - Contacted owner and mailed 55 recycling fliers and 7 hazardous waste fliers to their property manager (their daughter)
- Watercrest Apartments
  - Visited site and cleaned and applied new stickers to totes and dumpsters as applicable
  - Met with on-site property managers; walked buildings to find possible locations for recycling inside the building
  - Held a recycling training/workshop on March 13
  - Provided recycling and hazardous waste fliers to property managers (100 copies)
- Woodglen Condominiums
  - Visited site to review tote set up; each unit has own totes, most have good stickers
  - Contacted off-site property management company and need to provide information to them about recycling outreach opportunities
  - Unable to obtain permission to attend a board meeting; mailed 12 recycling and hazardous waste fliers to the property manager
- Woodland North Apartments
  - Visited site and cleaned and applied new stickers to totes and dumpsters as applicable
  - Spoke with on-site manager and maintenance personnel; recycling training/workshop scheduled for April 24
  - Dropped off fliers for recycling training/workshop; dropped off hazardous waste fliers
  - Provided recycling workshop for approximately 25 people; delivered recycling information for the complex (105); also provided Korean and Spanish versions of recycling and hazardous waste fliers

Final Recycling Rate Information from Waste Hauler:

**Lake Forest Park  
Multifamily Recycling Rates**

		January	February	March	April	May	June
Year	Commodity						
2013	Garbage	24.99	22.52	24.00	24.30	27.91	24.38
2012	Garbage	22.02	23.69	22.40	22.67	26.06	24.10
2013	Recycle	7.04	5.81	5.61	6.80	6.88	6.22
2012	Recycle	5.54	4.95	5.21	5.91	5.94	4.99
2013	Yardwaste	0.10	0.09	0.13	0.20	0.20	0.21
2012	Yardwaste	0.07	0.10	0.09	0.18	0.40	0.18

2013 recycling rate	29%	26%	24%	29%	25%	26%
2012 recycling rate	25%	21%	24%	27%	24%	21%
	4%	5%	0%	2%	1%	5%